

Vacancy Telephone Referral Officer (Part Time)



Contract:	2 year fixed term until 31st March 2020
Hours:	25 hours per week over 5 days
Location:	Acorn House 361 Midsummer Boulevard Central Milton Keynes Buckinghamshire , MK9 3HP
Salary:	(Salary Band 5) £20,265 per annum pro rata. Actual salary - £14,072

Citizens Advice Milton Keynes is a local charity that helps people to resolve their legal, money and personal problems. The organisation has been providing free, confidential, and impartial advice since 1972 and helps approximately 10,000 local people every year.

Our **Telephone Referral Officer (TRO)** is the first point of contact between the bureau and the general public as well as other agencies. Their role is to assess a client's needs and decide the best next step to help resolve the issue. They will also provide detailed advice over the phone, in addition to using self-help materials designed to empower clients to help themselves.

We are looking for an enthusiastic, committed and confident person to join our small, team of staff. The successful candidate will provide advice and support by telephone to local people, including those living in the community who could be considered 'vulnerable adults'.

The TRO will also co-ordinate and process referrals from third party agencies who work with vulnerable people and advise local Advocacy services and Social Workers.

Applicants need to be –

- Computer-literate, although training on our case recording systems will be given.
- Confident in working to performance targets.
- Able to show good communications skills, both written and verbal. These are essential in the role, as are excellent customer service skills with a non-judgemental approach.

A background in advice giving is desirable but not essential. Full training will be provided. We may consider 'job share' arrangements for this post.

The successful Applicant/s will be asked to undergo a Disclosure and Barring Service (DBS) check.

Closing date:	Friday 18th May 2018 at 13:00hrs
Interviews:	w/c Monday 28 th May 2018
To Apply:	E-mail – director@mkcab.org.uk or call 01908 545184 for an application form

Citizens Advice Milton Keynes is a Living Wage employer. We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds.